eSARS Web Browser Troubleshooting – MOZILLA FIREFOX

1. Log into your MyECC account.
2. Under the Web Services tab, click on the "**Online Counseling Appointments**" link.
3. You may be taken to a blank white screen, with the Web Services links on the left hand side of the page.
4. Check for a <u>small, half gray/half white shield</u> in the web address bar. This symbol indicates that there is possible unsafe content on the website.
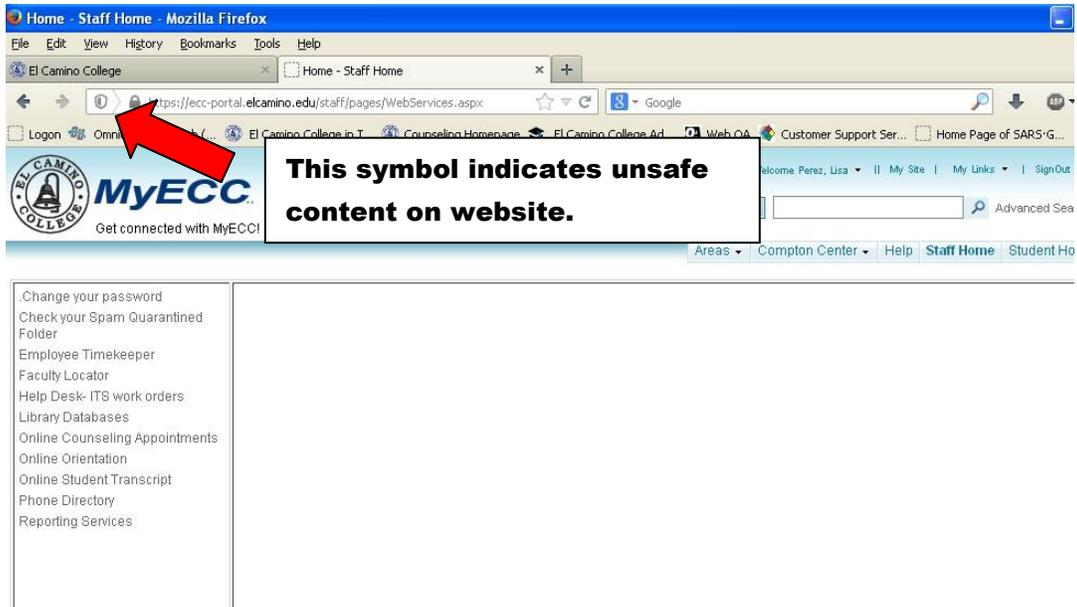
5. Click on the shield to open. You should see a message that says: "**Firefox has blocked content that isn't secure**" and "**Keep Blocking**." Click on the arrow next to "**Keep Blocking**" and select "**Disable protection on this page**."
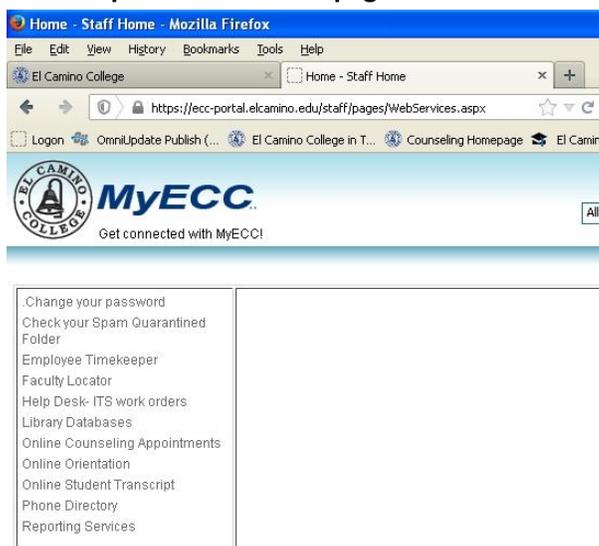
6. The screen will refresh after you select "**Disable protection on this page**." Click on "**Online Counseling Appointments"** again and you should now be able to log into the appointment system.